



SOUTHCOM SCO TRICARE Spouse Conference

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Agenda

- **Regional Overview**
- **New TRICARE Overseas Contract**
- **TRICARE Prime Enrollment/Eligibility**
- **Covered Services**
- **Receiving Medical Care When Traveling**
- **Pharmacy**
- **TMA POC Program**
- **Useful Websites/Contacts**

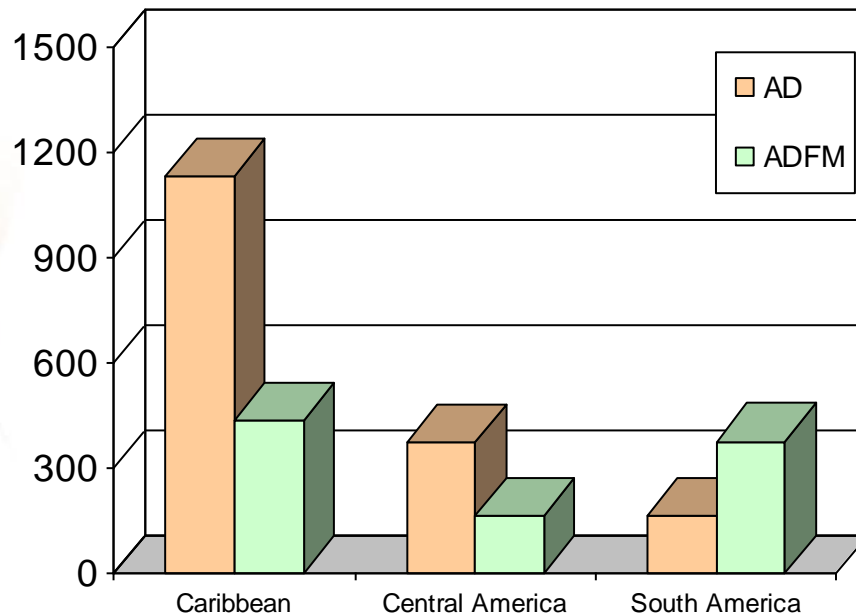


Regional Snapshot



- 42 Countries
- North to South Pole
- 12 Million Square Miles
- 53,100 Beneficiaries
 - 44,548 NORTHCOM (84%)
 - 4,517 USSOUTHCOM (8%)
 - 4,025 Transition (8%)
- USSOUTHCOM Breakdown
 - **2,649 AD/ADFs**
 - **1,535 Retirees/FMs**
 - **93 Guard Reserve/FMs**
- Military Treatment Facilities (MTFs)
 - **4 in Latin America/Canada**

TRICARE Prime Enrollment* by Geographic Area (AD/ADFMs)



Limited to:

- Service members on PCS orders
- Command-sponsored family members
- Service members on TDY orders in excess of 179 days

*Source: CHCS, October 2010

New Overseas Contract

- **Highlights:**

- TOP contractor will ensure access to quality health care for our beneficiaries by establishing provider networks
- Call centers avail 24/7 with extensive translation capability for questions/referrals
- ISOS has responsibility for all overseas claims
- Expanded Case Management
- Disease Management for remote enrollees

- **Impact:**

- Minimal changes in AOR; ISOS maintain responsibility for AOR (except Canada)
- ISOS coverage now includes Puerto Rico
- Beneficiaries contact ISOS for all health care services



RECEIVING CARE WHILE STATIONED IN LATIN AMERICA/CARIBBEAN

TRICARE Overseas Prime and Command Sponsorship

- **TRICARE Overseas Prime (TOP) is available to:**
 - Active duty family members (ADFM) on permanent change of station orders to accompany the sponsor on the remote location
 - ADFMs on service funded orders to relocate overseas without the sponsor
 - Transitional survivors
- **Enrolling to TOP Prime:**
 - Submit TRICARE Prime enrollment application and PCM change form and copy of orders to the Global TRICARE Service Center (fax # 215-354-5015)
http://www.tricare.mil/mybenefit/Download/Forms/Overseas_Enrollment_Form_unlinked.pdf
 - Beneficiaries will be assigned a PCM who will manage their health care
 - TOP Prime covers Routine, Urgent and Emergency Care
- **ADFM's enrolled to TOP have no enrollment fees or out-of-pocket costs for health care as long as the care is received from PCM or via a referral**

Covered Benefits

- **TRICARE covers most medically necessary care**
 - Inpatient and outpatient Care
 - Prescriptions
 - When in doubt, call ISOS at:
1-800-834-5514
- **TRICARE does not cover:**
 - Eyeglasses or contacts
 - Cosmetic surgery
 - Complications for non-covered surgery
 - Procedures deemed “experimental”
 - Procedures or medication not approved by FDA
- **Dental Services**
 - Provided to AD members only
 - ADFMs may enroll with United Concordia to receive dental benefits



Classification of Care

- **Routine Care:** (**Referral Needed for Civilian Care**)
 - Includes general office visits for the treatment of symptoms, chronic or acute illnesses, diseases, and follow-up care for an ongoing medical condition
- **Urgent Care:** (**Referral Needed for Civilian Care**)
 - Medically necessary treatment for an illness/injury that would not result in further disability or death if not treated immediately
 - Conditions that are serious but are not life-threatening that require professional attention within 24 hrs
 - Examples of urgent treatment are sprains, scrapes, ear aches, sore throats and elevated temperature
- **Emergency Care:** (**NO Referral Needed**)
 - A medical, maternity or psychiatric condition that would lead a “prudent layperson” to believe that a serious medical condition exists
 - The absence of immediate med attention would result in threat to life, limb or sight
 - when a person has severe, painful symptoms requiring immediate attention to relieve suffering
 - a person is at immediate risk to self or other

Receiving Medical Care While Traveling

- **Traveling to the U.S. (Enrolled Overseas)**

- *Routine Care* – Only available at MTFs
- *Urgent Care* – Contact TOP Global Customer Service Call Center which will coordinate with PCM for a referral
- *Emergency Care* - Members report to the nearest emergency room and contact TOP Global Customer Service Call Center at 877-451-8659 once stabilized or admitted

- **Traveling abroad (OCONUS)**

- TOP Prime-enrolled ADFMs may contact the Overseas Call Center for:
 - Provider locator assistance
 - Urgent care authorization
 - Emergency care authorization (after stabilization or admission)

- **All Claims will be submitted to TOP claims processor**



Process for Obtaining Medical Care

- **Beneficiary requests services through ISOS (1-877-451-8659)**
- **ISOS reviews case and determines where patient will obtain care**
 - TRICARE partnered with ISOS to identify the best local providers and facilities and develop a network of licensed, qualified physicians in TOP remote areas
- **If care is available and recommended locally, ISOS arranges care**
 - If beneficiary chooses not to have care locally, then he/she is responsible for their travels costs if they still choose to receive CONUS care
- **If care is not available or recommended locally, ISOS contacts the TAO for guidance**
 - If possible, TAO makes appointments at a CONUS MTF
- **TAO reviews case and Out-of-Country Medical Request (OCMR)**

TRICARE for College Students

- **TRICARE Benefits**
 - If children are full-time college students, they lose TRICARE eligibility at age 21 or 23
- **College Students**
 - Command-sponsored dependents attending College/University in PSA in CONUS may enroll in TRICARE Prime in local region
 - Dependent student attending College in non-PSA areas are only eligible for TRICARE Standard/Extra
- **Patient Protection/Affordable Care Act**
 - Requires Civilian Health Plans to provide medical coverage to children until age 26
 - The Act did not give DOD authority to offer this benefit through TRICARE
 - If enacted into law, the Department will make every effort to implement provisions ASAP



Pharmacy

- **Military Treatment Facility:**
 - No Charge
- **Local Pharmacy:**
 - Pay and claim
 - No cost for Prime
 - Cost shares and deductible for Standard
- **Pharmacy Claims:**
 - Send complete DD-2642 claim form, receipts, and any documentation to:
 - TRICARE Overseas
PO Box 7985
Madison, WI 53707-7985
 - POCs may fax claim to WPS
- **No need to file claim if provider sends claims directly to ISOS or WPS**



TRICARE Mail Order Pharmacy

- **TRICARE Mail Order Pharmacy:**
 - Must register initially
 - U.S. licensed doctor
 - DEA number needed ONLY if controlled substance
 - Must have an APO/FPO or CONUS State Dept pouch mail address
 - Up to a 90-day supply
 - Restrictions may apply
 - Co-pays:
 - Generic Name: \$3.00
 - Brand Name: \$9.00
 - Non Formulary: \$22.00
 - www.express-scripts.com
 - 1-866-363-8667



TMA POC Program

- **Provide beneficiaries and providers assistance w/filing TRICARE claims**
- **POCs are appointed by units to assist ADFMs w/ local TRICARE issues:**
 - Must be either AD member, employee working for Military, or U.S. Gov't
 - Usually located at an Embassy or Consulate
- **Duties of designated POCs:**
 - Act as a Liaison between local units and TRICARE
 - Helps with enrollment of new arrivals
 - Communicates with ISOS for appointments
 - Assists with Medical TDY process for Out-of-Country appointments
 - Fax claims to WPS/UCCI for reimbursement processing
- **TAO-LAC has monthly conference call with designated POCs**

Contacts

- **Medical Benefits**
 - Administered by International SOS
 - Toll-free 1-877-451-8659
 - Commercial 1-215-942-8393
 - tricarephl@internationalsos.com
- **Family Member Dental Benefits**
 - United Concordia
 - 1-800-332-0366
- **TRICARE Mail-Order Pharmacy**
 - 1-866-363-8667
- **Claims**
 - TRICARE Overseas (WPS)
 - 1-608-301-2310
- **Enrollment/General Assistance**
 - 1-215-942-8393 option #4



TOP Contract Implementation

Questions???